

GSA Advantage!™
Handbook for
Customers

www.fss.gsa.gov

An On-line Shopping Service

Third Edition



March 1998



www.fss.gsa.gov

GSA Advantage!™ The U.S. General Services Administration wants you to know about its exciting new electronic on-line shopping mall that makes it easier for federal employees to order supplies and services via the internet!

With **GSA Advantage!™**, you can:

- Browse or search for items using key words, part numbers, National Stock Numbers, vendor names, etc.
(In nine virtual stores!)
- Compare features, prices, and delivery options.
- Configure products and add accessories.
- Place your order electronically.
- Select a convenient payment method.
- View order history to track status, reorder, or cancel

The following pages will provide you with the step-by-step information you need to start enjoying the benefits of **GSA Advantage!™** today.




Welcome!

*This handbook provides general information. We're constantly improving the **GSA Advantage!™** service, so keep a look out for updates as they occur.*

Security

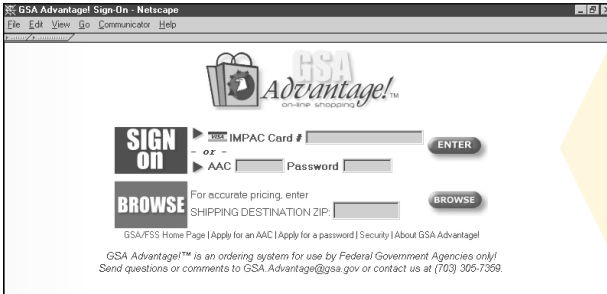
Those who have Internet access and plan to purchase products or services with your Government Purchase Card can be assured security is of the highest consideration with GSA. For this reason, **GSA Advantage!**[™] utilizes the industry standard Secure Sockets Layer (SSL) technology. SSL encrypts the transfer of information between your browser and our server. For your protection, you should be using a web browser that supports SSL encryption (such as Microsoft Internet Explorer version 3.0 or greater, or Netscape Navigator version 3.0 or greater).

To identify whether a web page supports secure transmissions, the URL identifying the current page will always begin with “https://” in lieu of the normal “http://”, and a secure symbol will be displayed on your browser:

- **Netscape Navigator:** On Netscape Navigator 3.x, you will see a solid key  in the lower left-hand corner of the browser screen. Netscape Navigator 4.0 (Communicator) will have a closed yellow lock  in the lower left hand corner.
 - **Microsoft Internet Explorer:** You will see a closed yellow lock  in the lower right-hand corner of the browser screen.
- If you do not have a secure browser, you may find yourself prohibited from ordering with the credit card.

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Welcome to

GSA Advantage!™

Enter your government
purchase card number
or your Activity Address
Code password, or sim-
ply browse without
ordering!

Signing On To GSA **Advantage!™** and Customer Accounts

GSA Advantage!™ gives you access to hundreds of thousands of commercial products and services available from GSA at the lowest possible prices. **GSA Advantage!™** is a shopping service provided exclusively for authorized Federal Government users only. To shop **GSA Advantage!™** you will need either:

- A government purchase card
(No password is required)

or

- A GSA assigned Activity Address Code (AAC) *and* a password.

Government purchase cards must be obtained through your own Agency. An

AAC (which requires a password) can be obtained from GSA by clicking on the “Apply for an AAC” link at the sign-on screen. If you already have an AAC and simply need a password, then you need to click on “Apply for a Password” at the sign-on screen. Passwords are assigned promptly.

Department of Defense activities may use their Department of Defense Activity Address Code (DODAAC) to order. A GSA assigned password is still required.

Browsing Without Ordering/
Parking My Shopping Cart

You may also browse **GSA Advantage!™** using the “Browse” option at the sign-on screen. Using browse you may create a shopping cart and then “park” (save) it. **GSA Advantage!™**

will automatically assign a “cart number” to all parked carts. You (or your authorized purchasing official) may return to this cart later via the “Retrieve Parked Cart” option on the main menu and complete your purchase. When you go to retrieve your parked cart, the only information retained is the products and quantities with the latest price. No payment information is stored with the parked cart. Also, when storing a parked cart more than once, a new cart number is assigned each time. Remember to take note of your assigned parked cart number.

Note: In order to browse, you will be asked to enter a zip code.

This zip code should represent the location to which products would be shipped (if you actually ordered). Some products on **GSA**

Advantage![™] are priced by delivery (geographic) zone. The zip code ensures that the correct prices are displayed for your particular shipping location.

Shipping Addresses

After signing on you will be asked to either add or select a shipping address. This step is important to ensure products are shipped to the proper address.

Credit Card Users: You will be required to provide an initial shipping address the first time you sign-on. If you need to place orders using a single credit card, with shipments to multiple delivery addresses, then you may assign multiple shipping addresses to a single card. When signing on to order, all shipping addresses on file are displayed. Click on the desired shipping address for that particular order or add a new shipping address.

AAC Users: The AAC shipping address on file with GSA will be displayed. You will be asked to verify that address. The shipping address can be modified for that order only. However, this does not affect a permanent change to your AAC shipping address at GSA. Each time you sign-on, your AAC shipping address will go back to your default address. Permanent AAC ship-

ping address changes must be submitted to GSA for approval. Click on “Apply for an AAC” at the sign-on screen for more information.

Main Menu

The main menu contains direct links to all the features of **GSA Advantage!**[™] including searching, ordering, news and information.

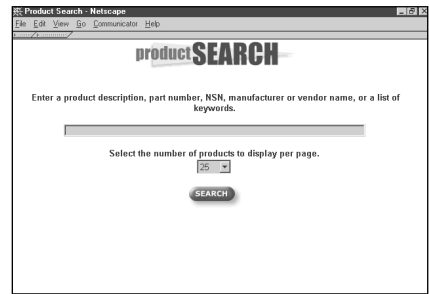
Finding and Ordering Products Through GSA **Advantage!**[™]

The objective of **GSA Advantage!**[™] is to allow you to easily find, compare, and order products online. As you find needed products you may add them to your personal shopping cart. There are several ways to do this, they are:






Using Product Search

This will likely be the most common method used to do most of your shopping. **GSA Advantage!**[™] contains a powerful search engine which allows you to search for products by manufacturer name or part number, product name, product description, vendor name, or National Stock Number (NSN).

Search results are displayed in a scrollable *product listing* format which provides a wealth of information for those products found. In addition to basic

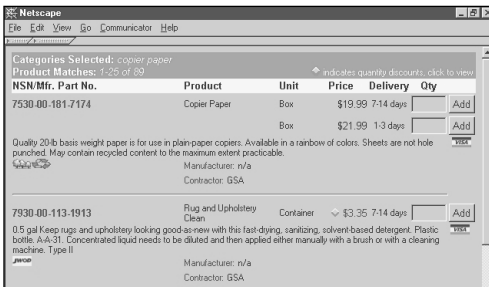



product identification and pricing information, it also displays (through the use of icons), many other product features such as:

-  – whether a Government Purchase Card is accepted by the vendor.
-  – whether the product is Year 2000 compliant.
-  – if the product is provided by a mandatory source.
-  – whether the product contains environment features.
-  – whether quantity discounts are available (see Quantity/Volume Discount Prices).

Etc.

In many cases, you may link directly to the vendor's own website to obtain additional product information and even view photos by simply clicking on



the  icon! This handy icon has been developed to allow you quickly jump to other sites. Products can be added to your personal shopping cart from the product listing by simply entering a quantity and clicking on “Add”.

Using the Virtual Stores

You may also search for products by category—this is where the virtual stores come in. All products have been categorized into 9 different stores. Searching through the virtual stores allows you to find products by category. For example, if you need hanging files you could enter the Office Store, click on “filing supplies”, click on “folders”, then click on “hanging”. This will yield a product listing of all hanging files. You may then scroll down the list and order the files you need! Products ordered are added to your personal shopping cart.



Ordering NSN Products Using the Quick Order or FEDSTRIP Order Forms

In some cases you may have a list of National Stock Numbers and simply want to quickly enter the NSN and quantity without performing a product search. This is easily done using either the Quick or FEDSTRIP Order Forms. The Quick Order Form requires minimal input to complete and as such does

not include some of the features available using FEDSTRIP. If you must designate a priority, for example, then the FEDSTRIP Order Form must be used. Please note: The FEDSTRIP Order Form is not active for credit card users.

The FEDSTRIP Order Form has been developed for those customers who wish to order by using their AAC via standard FEDSTRIP requisitioning procedures using an NSN. This form is similar to the Quick Order Form, but includes an area for entering FEDSTRIP “constant data”. Constant data is automatically saved for future orders and can be changed at any time.

When you enter either the Quick or FEDSTRIP Order Forms, you will see a space to enter NSNs and quantities.

After entering your NSNs (NSN dashes are optional) and quantities, you must click on “Add To/Change Cart” to view additional information (such as description and pricing) for the products ordered. If the product is not found in the **GSA Advantage!**™ database, the message “Item not found” appears—additional product information will not be shown and the product cannot be ordered.

Part numbered products, such as those available off Federal Supply Schedule, cannot be entered directly to the Quick or FEDSTRIP Order Forms since the same part number can be used by different vendors for different products. Part numbered products are added to the shopping cart via a product search or store search. To make things a little

Product Search - Netscape

File Edit View Go Communicator Help

shoppingCART

FUND CODE: (optional) DOC NO: (optional)

Serial #	NSN/Mfr Part No.	Qty	Unit	Unit Price (Days)	Extended Price	Other Options	Color
1	7930-00-113-1913 Rug and Upholstery Cleaner	2	Container	\$ 3.66 (7-14 Days)	\$ 7.32	Exception	
2	MM3P INTERNAL 28.8 KBPS MODEM	1	Container	\$ 91.00	\$ 91.00	Exception	Specify
3	7530-00-181-7174 Copier Paper	2	Box	\$ 19.99 (7-14)	\$ 39.98	Exception	

ADD TO/CHANGE CART PARK CART CANCEL CART CHECKOUT

Click here to add 10 additional blank order lines...

NOTE: enter QTY=0 to remove item.

GRAND TOTAL: \$ 1,000,000.00

The Quick Order Form makes it easy to order specific NSN items without performing a search.

*The FEDSTRIP
Order Form uses a
standard FEDSTRIP
requisitioning
format.*

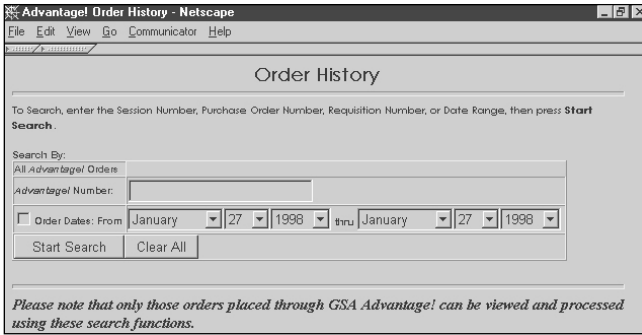
easier, there are two methods in which you can save orders and easily reorder from the same “hot list” as often as needed without re-keying part numbers. This is explained below under “Ordering Products from a Parked (saved) Shopping Cart” and also under “Reordering Using Order History”.

Ordering Products from a Parked (saved) Shopping Cart

One of the nicest features of **GSA Advantage!**[™] is the ability to create your own shopping cart without immediately placing the order. This is especially useful for those users not having purchasing authority. Those without purchasing authority may browse **GSA Advantage!**[™], assemble a cart, and then park their cart without ordering. This is done by selecting the “Park

Cart” option on the Quick or FED-STRIP Order Forms. This saves all products in **GSA Advantage!**[™] and assigns a unique “cart number”. You or your purchasing official may return to this cart later and complete the purchase by selecting “Retrieve Parked Cart” from the **GSA Advantage!**[™] main menu. You can get to your cart by simply typing in the cart number. Be sure to jot down or print your cart number when you park it!

Another great feature of “Park Cart” is the ability to save your cart as a “hot list” of frequently ordered products which can be retrieved and ordered over and over again as needed! This can also be done using “Order History” which contains a reordering feature.



Reordering Using Order History

GSA Advantagel™ keeps a running history of all orders placed by its users. Your own personal order history can be accessed by signing on with the payment method you use to place orders (i.e. government purchase card or AAC). After signing on, select “Order History” from the main menu. An order history search engine will appear which will allow you to search and view your own personal order history by: date range, purchase order number, requisition number, **GSA Advantagel™** session number, or you may view the history for all orders placed. Order History provides information regarding the status of each product ordered, and also includes cancellation, reordering, and problem reporting capability (see Order History illustration below for more information).

To reorder using Order History, simply enter in the new quantities required and click “Submit”. A new shopping cart will be created!

Your Shopping Cart

As you order products through **GSA Advantagel™** you are filling a shopping cart. The shopping cart contains the following information for each product ordered:

Serial Number: The serial number is an optional ordering data element primarily used by FEDSTRIP customers. It has been included on the Quick Order Form for convenience. Serial numbers are automatically assigned by **GSA Advantagel™**, however, you may change these if needed. If you choose to enter serial numbers they should be unique to each line item and should not be repeated within the same day.

In formulating your serial number, you will preferably use numerics, but if necessary you may use any alpha characters except “I” and “O”. If you also submit FEDSTRIP orders directly to GSA outside the **GSA Advantage!**[™] system, do not duplicate serial numbers using the same Julian date. Although it is primarily a FEDSTRIP code, it is included as an optional field on the Quick Ordering Form.

National Stock Number (NSN):

If the product ordered is a NSN (usually a GSA supply item), then the NSN will appear on the order form. As mentioned earlier, using the Quick or FEDSTRIP Order Forms, you may enter NSNs (and quantities) directly onto the forms. After clicking on “Add To/Change Cart”, the NSN will then appear hypertexted (meaning you can click on it) allowing you to link directly to the Product Detail screen for that NSN to view more information about the product.

Manufacturer’s Part Number: If the product ordered is a part numbered product (such as those available off Federal Supply Schedule) then the manufacturer’s part number will be displayed. After clicking on “Add

To/Change Cart”, the manufacturer’s part number will then appear hypertexted allowing you to link directly to the product detail screen for that part number in order to view more information about the product.

Product Name: Product name for those products ordered will be shown.



Quantity: Quantity as entered will be shown. When entering quantities be sure to consider the product’s unit of issue (i.e. packaging).

Unit: The unit of issue for the ordered product(s) is shown. This is displayed automatically by the **GSA Advantage!**[™] system.

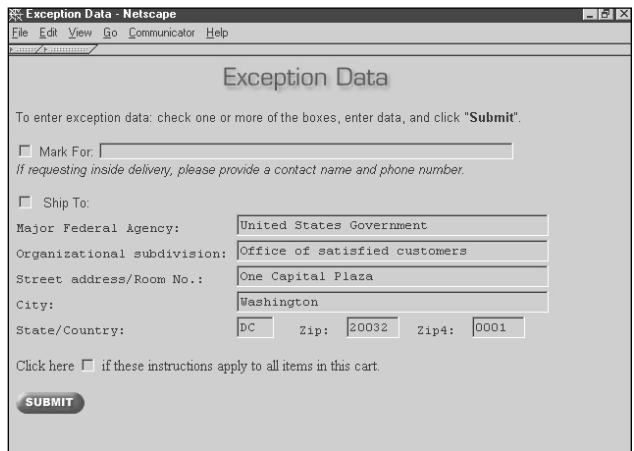
Unit Price and Delivery Days:
The price which appears in **GSA Advantage!**[™] is the actual delivered price and the price at which you are billed. However, this does not apply to FOB origin products (where additional transportation will be added by the vendor). If the product ordered has multiple delivery times, you will see each delivery time with the applicable price. You may choose the delivery/price you require.

Extended Price: Extended price is the quantity ordered multiplied by unit price. An order total is also shown at the end of the order form.

Other Options: The “Other Options” field presents a number of additional ordering options applicable to that particular product. If applicable, you may see the words “Accessory”, “Options”, or “Exception” within the other options field.

- Click on “Accessory” or the  icon to view and/or order accessories which are used with that particular product. Accessories can be ordered just like products and will appear in your shopping cart.
- Click on “Options” or the  icon to display a configurator which
- Click on “Exception” to display the “Exception Data” screen which allows you to enter any special marking and/or delivery instructions for that particular product (or all products in your shopping cart). If requesting inside delivery please remember to provide name, phone, and room number.

allows you to configure that particular product to meet your specifications (such as a PC or other equipment type product). This is another great feature of **GSA Advantage!**[™] which allows you to select from a list of product options and, once selected, will re-compute the final price based on options selected. The re-computed price will appear in your shopping cart!



Exception Data - Netscape

File Edit View Go Communicator Help

Exception Data

To enter exception data: check one or more of the boxes, enter data, and click "Submit".

☐ Mark For:

If requesting inside delivery, please provide a contact name and phone number.

☐ Ship To:

Major Federal Agency:

Organizational subdivision:

Street address/Room No.:

City:

State/Country: Zip: Zip4:

Click here ☐ if these instructions apply to all items in this cart.

SUBMIT

When you are finished with these options, you will be taken back to the shopping cart to complete (checkout) your order.

Color: In some instances, a product color must be selected. The word “specify” will appear under the color heading if a choice is required. Click on “Specify” to specify your color. If you forget to specify a color you will be prompted.


Fund Code: The “Fund Code” is an optional FEDSTRIP ordering data element which indicates that you have specifically committed funds to pay for the materials ordered. It is also used by some agencies for accounting purposes. Although it is primarily a FEDSTRIP code, it is included as an optional field on the Quick Ordering Form.

DOC No.: The “Document Number” is an optional field which has been made available to those customers who wish to assign their own identification number to those GSA products showing 1–3 day delivery (Customer Supply Center products). It is primarily used by military activities using their AAC as a payment method. You may click on “DOC NO” which is hypertexted to obtain more information about its use.

Removing a Product From Your Order

You may only remove products from your order before clicking on “Check-out”. If you wish to remove a product from your order, enter a quantity of zero then click on “Add To/Change Cart”. The product will disappear from your order.

Quantity/Volume Discount Prices

Many products on **GSA Advantage!**[™] contain quantity or volume discount pricing. If discounts are offered for a product, an  icon will appear next to the price on the product listing screen. To view these discounts, you must click on the NSN or manufacturer’s part number which then takes you to the product detail screen. Discount pricing is automatically applied to your order based upon the quantity ordered. Note: the initial price shown is for a quantity of one.

Reducing a Price

Prices for Federal Supply Schedule products can be reduced online if a lower price has been negotiated with the vendor. For example, if you have a BPA with a vendor or if a better price

was obtained for quantities over the maximum order, you may reduce the unit price. The reduced price as entered will appear on the purchase order sent to the vendor. You will be requested to provide the BPA or authorizing number, or the name of the vendor's representative who authorized the price reduction.

Online Ordering Guide

An extensive online ordering guide is included with **GSA Advantage!**™ which can be accessed at any time by clicking on the “Ordering Guide” button.

Product Detail

Whenever the NSN or part number is shown as hypertext, you may click on it to view all details for that specific product. Some of those details include: description, vendor name, manufacturer, minimum and maximum order thresholds, colors, warranty, prompt pay terms, FOB terms, unit packaging, temporary pricing information, discounts, etc. Additionally, you may also view photos if available and jump to the vendor's web site for even more

information. Clicking on the vendor name will also yield the vendor's name, address, telephone number, contract number, and contacts for product information!

Product Search - Netscape	
File Edit View Go Communicator Help	
28.8 INTERNAL MODEM V.34/V42 B	
NSN/Mfr. p/n: MVP2881	
Mfr:	CARDINAL TECHNOLOGIES
Description: 28.8 INTERNAL MODEM V.34/V42 BIS WITH SW	
To Order: Select Delivery Time, enter quantity <input type="text"/> click: <input type="button" value="Add"/>	
When applicable, discounts will be reflected on your order based upon the quantity ordered.	
Delivery Time	30-90 days
Unit Price	\$ 134.00
Contractor	SYLVEST MANAGEMENT SYSTEMS (s/b) (GF-02F-88108) 
Manufacturer	CARDINAL TECHNOLOGIES
Mfr. Part No.	MVP2881
NSN	
Min Per Order	0.00
Max Per Order	500000.00
Color	
Warranty	1 year
Prompt Pay	1% 10 days NET 30 days
F.O.B.	Destination
Standard Pack.	
Unit	Each
Order Increment	
Temporary Price	
Temporary Period	
Card Discount	0.50% Destination
Volume Discounts	
	000001-000009 \$134.00
	000010-00500 \$120.00
	000501-999999 \$105.00
	Discount Message
	Other Services/Charges

Cancelling a Cart

You may cancel an entire cart any time prior to checkout. Clicking on the “Cancel Cart” button will terminate your session and cancel all products in your cart. After pressing “Checkout”, however, you have committed to the

Order Processing—Using Your Own Purchase Order Data

If you choose to provide your own PO data, you will have the opportunity to provide information necessary to generate the order. You will be able to enter or change information such as purchase order number, appropriation/accounting information, required delivery date, etc. for each vendor PO. If you are ordering using government purchase card for payment, an invoicing address will not be shown since the government purchase card is billed.

Entering PO Data By Line Item

You also have an opportunity to specify a shipping address and/or appropriation data for a specific line item if required.

Minimum Order Requirements

If the total value of a purchase order is less than the vendor's minimum, you will be notified and given the opportunity to either increase your quantities to reach the minimum, park or cancel that particular order. You may view a contractor's minimum order at the item detail screen.

Maximum Order Thresholds

If the total value of a purchase order exceeds the vendor's established maximum order threshold, you will have an opportunity to obtain a better price from the vendor. The name of a vendor representative and phone number will be displayed so that you may contact the vendor if you wish. If you have determined that the current prices represent the best value for the Government, you may click on "Process Order" and proceed. If you get a better price, you may change the system price for this order as described on page 11.

Purchase Order—Issuing Office

Currently, *GSA Advantage!*[™] only creates Agency orders for those schedule items ordered. Your Agency's name will appear on the order as the issuing office. GSA will not appear on the order. You must contact the vendor directly to resolve any quality and/or discrepancy problems.

How GSA Advantage![™] Orders Are Sent To Vendors

Orders are sent electronically via Electronic Data Interchange (EDI) or FAX depending on the vendor's capability. Orders are sent to vendors within 24 hours.

GSA Advantage!™ Order Summary

Once order processing is complete, you will see an Order Summary of your order. You may also print, download or receive a FAX (using the PO Faxback button) of any purchase orders for your records.

What Does “Session Expired” Mean and Why Do I Get This Message?

Once you have clicked on “Checkout” you can no longer add or delete items from your order (or shopping cart) because the check-out process has begun. Once checkout has been completed, you have “left the mall” and must once again come through the front door—the sign on screen. This is necessary to provide for an orderly checkout process within the **GSA Advantage!™** system.

Order History/ Cancellation/Status

Order History has been recently enhanced to allow users to perform several functions within order history. They may obtain order/requisition status, report a problem, reorder, request cancellation of an order, and/or view vendor and product detail. In order to have the ability to access Order History, **GSA**

Advantage!™ needs to know who the customer is. This can only be accomplished by logging on the same way as the original order was placed (via their government purchase card or AAC + password) and clicking on “Order History/ Status” button at the Main Menu Screen. Order History shows *all* line items ordered (regardless of method of supply) *immediately* after the order is successfully placed by clicking on “Checkout”.

Searching

Users may search Order History by:

- (1) *all Advantage!™* Orders,
- (2) *Advantage!™* session number,
- (3) PO number, (4) requisition number,
- or (5) by date range.

ADVANTAGE SESSION #	REQ/PO/DOC #	STATUS	NSN/MFG PART #	ITEM NAME	PNO	QTY	PRICE	DEL TIME (DAYS)	REORDER QTY	CANCEL ITEM
106924058 0303/98	0Y06L400E00001 96A	Pending	7510-00-0052445	Accounting/Printing Ribbon	EA	10	\$15.00	7-14 Days	<input type="text"/>	<input type="checkbox"/>
10692227 0303/98	0Y07FPD10692227 96A	Pending	7530-00-181-7174	"ALERT" VIBRON PAPER	BX	1	\$25.75	1-3 Days	<input type="text"/>	<input type="checkbox"/>
10692227 0303/98	0Y07FPD00010001 96A	Pending	7530-00-181-7174	Copier Paper	BX	4	\$22.00	7-14 Days	<input type="text"/>	<input type="checkbox"/>

Functions

- **Cancel Items:** provides the ability to request cancellation of 7–14 day or direct delivery items, not yet shipped. If the item is a GSA NSN and has been shipped, this option does not appear. Customers can also cancel schedule items; however, customers are advised to call the vendor directly to determine shipment status since GSA does not receive status from vendors. The name and phone number of the schedule vendor is provided on the ***Advantage!***[™] Order Summary and can also be obtained by clicking on the vendor name. CSC 1–3 day items ***cannot be cancelled***.
- **Reorder:** provides the option to immediately re-order the item (with refreshed pricing information). Simply indicate quantity in the space provided and click on “Submit”.
- **Status:** provides status for items purchased with status code explanations (via hypertext) see below.
- **Problem Reporting:** provides users the ability to report a 7–14 day order problem to the National Customer Service Center (NCSC) (NSNs only). Problems for a 1–3 day order are reported directly to the supporting CSC.
- **Product Details:** Links are also available which display vendor and product details.
- **Regarding Status:** Customers placing orders through ***Advantage!***[™] should only access status through “Order History/Status”. This is the only source of status for 1–3 day (CSC) items.

Status

There are several words used to provide status for items ordered through ***GSA Advantage!***[™]. For NSN items, status is normally provided by the next day if the order was placed prior to 6 p.m. Eastern Time. Schedule items will always appear as “Posted” or “Cancelled” since GSA does not receive any further status from the vendor. Shown below are the status definitions:

Posted: Your order has been sent to the schedule vendor. Additional status must be obtained by contacting the vendor directly.

Pending: Each 7–14 day *Advantage!*[™] requisition is uploaded daily to our internal supply system for fulfillment and will display the status “Pending” until the requisition is processed. The same is true of 1–3 day items except these are sent to the CSC within an hour after order is successfully placed in *GSA Advantage!*[™].

Waiting: The requisition/document number has been sent to the internal supply system, and *GSA Advantage!*[™] Is awaiting acknowledgment of receipt.

Normal: The 7–14 day requisition is being processed. Click on “Normal” to view expanded status information, which includes the estimated shipping date.

Shipped: The 7–14 day requisition has been fulfilled and shipped to the customer. Click on “Shipped” to view expanded status information, which includes the date the requisition was shipped and the mode of shipment.

Rejected: The 7–14 day requisition was rejected by GSA. Click on “Rejected” to reveal why the requisition was rejected. The status codes explaining why the requisition was rejected are identical to the codes used in the FEDSTRIP* process.

Cancelled: For 7–14 day delivery items, cancellation of the requisition/purchase order has been requested, either by the customer or GSA. To review why cancellation was requested, click on “Cancelled”. The status codes explaining why the requisition was cancelled are identical to the codes used in FEDSTRIP* process. For 1–3 day delivery items, “Cancelled” means the CSC is out of stock; please reorder at a later date.

For schedule purchase orders, “Cancelled” means cancellation of the purchase order has been requested by the customer and the vendor has been notified.

Confirmed: The 1–3 day document has been received by the CSC and the order is being shipped.

Suspended: The requisition was suspended by GSA. Click on “Suspended” to reveal why. Reference the FEDSTRIP* codes.

Direct Ship: The delivery order was issued by GSA to the vendor for direct shipment to customer.

* Fedstrip Codes are available in the *Fedstrip Ordering Guide (FOG)* and in the *GSA Customer Assistance Guide*.

Ordering Schedule Items with an Activity Address Code

Currently, all customers using their AAC to sign on to place a schedule order will be prompted and advised that they can only create a schedule order if they do so with shipment and invoicing directly to their agency. This means that the purchase order must show the ordering agency as the issuing office with each agency's unique Purchase Order number and the agency billing address the vendor will use to submit the invoice. You **cannot** charge to your AAC account.

Problems With an Order

If there are any discrepancies with the order you receive, **GSA Advantage!**[™] offers an on-line discrepancy reporting feature. Simply, click on the "Order Problem" option and you will be provided with a discrepancy report format. Provide the necessary information in the appropriate spaces and click on submit. The discrepancy report will automatically be forwarded to National Customer Service Center where it will be resolved.

Customer Assistance

When experiencing technical problems, when asking questions of a technical nature, or when offering suggestions as to how to better serve our customers, please call the **Advantage!**[™] Hotline at (703) 305-7359 or cc:mail us on the web at GSA.Advantage@gsa.gov. You can conveniently cc:mail us by simply clicking on our web address at the **Advantage!**[™] Welcome page and path to a pre-addressed form.

Order Problems

For shipping, transportation, or billing discrepancies on 7-14 or direct delivery items, contact GSA's NCSC at 1-800-488-3111 or in **Advantage!**[™] by clicking on the red "Order Problem" button at the Main Menu Screen for a pre-addressed form (or on the web at RODSM.NCSC@GSA.GOV or RODSC.NCSC@GSA.GOV).

For shipping, transportation, or other discrepancies on 1-3 day delivery items, please call the regional Customer Supply Center servicing your activity (a listing with phone and fax numbers by location can be found by

clicking on “Customer Assistance” at the Main Menu, then clicking on GSA CSC—then CSC locations).

For Schedule PO status, follow-ups, etc., you should contact the vendor directly. The vendor’s name and phone number is printed on the Order Summary you received at Checkout and also through Order History/Status. By clicking on the vendor’s name you will link to the vendors contact information.

Regarding Status: Customers placing orders through **Advantage!**[™] should only access status through Order History/Status. This is the only source of status for 1–3 day CSC items.